

## DISPATCHER OF THE MONTH

We are pleased to announce that PEN054 has been named DOTM!

Congratulations to this Dispatcher who has been with IPN for 5 years!

*Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.*

## GOT PHOTOS?

We love seeing your photos of incidents that have been dispatched through IPN. Over the past year we've seen some great images come through. Unfortunately, we don't have a single photo with a related page available for this month's newsletter.

To submit photos, simply send the following information to [newsletter@incidentpage.net](mailto:newsletter@incidentpage.net):

1. The photo(s). Please do not send a link to a gallery of photos or external website. We do not have time to look through them all. Just choose your favorite or two from the incident.
2. The entire page including date. You can copy this info from the IPN Incident Database and paste into the body of your email. It might look like this:  
  
[07-22-2017 | 02:19| Dallas| SWAT/ERT| DPD 2/DPD 8| 2800 Larry Dr|PD O/S of a reported active shooter turned barricaded person with hostages. SWAT O/S| DFW156](#)
3. Your name as you want it to appear. We will use your real name, unless noted otherwise. We are happy to list a website instead of your name.

*We can't wait to see your photos!*

## IN THIS ISSUE

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# THE NAME GAME

In many fire departments, members who get on the news end up buying dinner for their crew. Obviously this applies to the member making the news in a positive way. Rarely will a paramedic who flips the rig responding to a false alarm foot the bill for pizza.

Here at IPN we always try to promote the various public safety agencies and give credit where credit is due. If Captain Obvious from Ladder 22 arrives on scene of a house fire and immediately calls a 2nd Alarm we should try to embrace the situation. A page reading "Ladder 22 o/s 2 sty house well involved, 2nd Alarm req by Capt Obvious" is preferred, when possible. Everyone likes to be acknowledged and, who knows, maybe the good Captain will pull out his credit card as a result.

Our personalization of alerts does not carry over to notifications of negative events. We wouldn't want to see a page read "Sgt Fife shot Opie in the face." These notifications should have in depth details but do not under any circumstances mention a first responder's name involving in a negative outcome. And remember, it is IPN policy to never include the name of the perp/subject or victim in our alerts.

Another situation where we do not want to see a name used is for an Officer Down or Mayday. This kind of radio traffic is less likely on police calls.

In the fire service, however, there is a trend towards stating the firefighters name when a Mayday is called. It would be unfortunate for a family member to hear this kind of scanner traffic. It is compounded ten times if we put it in print. There are some departments where many members and their families receive our notifi-

cations. The last thing we want to do is inform them of a potentially tragic event involving their loved one.

IPN will send a Line of Duty Death notification when the time is right. You can email support and request a LODD page but we strongly discourage using the person's name in any other category.



IPN announces  
**BIGGER  
BONUSES**  
for  
New Dispatcher Referrals

IPN is pleased to announce that current dispatchers referring new, talented individuals to our program will receive **FOUR** times the points that were previously given. *Sounds crazy, right?*

The fact is, we are thrilled to increase the funding of the new dispatcher referral program to continue building our network of incredible dispatchers. We know that this system does not work without you and we want you to bring your valued connections on board.

When you refer a friend to be an IPN dispatcher, ask them to mention you in the application form. Be sure to fire off a quick email to support with the person's name and where they live, just in case they forget — we don't want you to lose out on your bonus. If you let us know, we will watch for them and give you 100 dispatcher reward points when they are approved!

***But wait! There's more!***

Every referral who remains active for six months will result in a **BONUS** for YOU! For each point your referral earned during their first six months, you get 20% of their total points in your account. It's automatic, you don't even have to ask!

**SO, SPREAD THE WORD! EARN MORE POINTS!**

| January      | February     | March        | April        |
|--------------|--------------|--------------|--------------|
| New York     | Florida      | Florida      | Florida      |
| California   | New York     | New York     | California   |
| Florida      | California   | California   | New York     |
| New Jersey   | New Jersey   | Mass         | New Jersey   |
| Texas        | Mass         | New Jersey   | Illinois     |
| Mass         | Pennsylvania | Maryland     | Mass         |
| Pennsylvania | Maryland     | Illinois     | Texas        |
| Wisconsin    | Texas        | Texas        | Pennsylvania |
| Ontario      | Wisconsin    | Ohio         | Ohio         |
| Ohio         | Illinois     | Pennsylvania | Maryland     |

| May          | June         | July         | August       |
|--------------|--------------|--------------|--------------|
| California   | New York     | California   | California   |
| Florida      | California   | New York     | New York     |
| New York     | Florida      | Florida      | Florida      |
| Mass         | Mass         | Illinois     | Mass         |
| Illinois     | Illinois     | Mass         | Illinois     |
| Texas        | New Jersey   | New Jersey   | Texas        |
| New Jersey   | Pennsylvania | Texas        | Pennsylvania |
| Ohio         | Ohio         | Pennsylvania | New Jersey   |
| Pennsylvania | Texas        | Maryland     | Ohio         |
| Connecticut  | Maryland     | Connecticut  | Maryland     |

# MONTHLY STATS

Our dispatchers transmitted 20,222 incidents during the month of August\*. While it may not have been the busiest month, we saw something really amazing: six chapters had over one thousand calls! We could not be any more impressed with the way our members raise the bar each month. Nicely done!

The top three spots remain the same as last month. Great job California, New York and Florida! Illinois and Massachusetts continue to wrestle for the forth spot. This month, Mass punched ahead with 95 more alerts. The bottom five continues to be a tight race.

Each of the states who has appeared here this year does an awesome job. With dozens of new dispatchers in every one of these areas, each of these coveted spots is up for grabs. Ohio resurged this month and bumped out Connecticut. Could your state be on the chart next month?

\* Incident counts are tallied after all duplicate pages and pages that do not adhere to the system guidelines are purged. While actual numbers may have been higher, we only count the pages that are within the established guidelines. Duplicate notifications do not post unless the call is paged to both a mainstream group and an expansion group as allowed by the guidelines.



# ADDRESS ENTRY CLARIFICATION

We have noticed great improvement in how dispatchers are entering addresses after our last plea. Keep up the great work!

Just to clarify: a complete street address includes the suffix of St, Ave, Rd, Blvd, Hwy, Ln, etc. Some dispatchers are taking an extra, yet unnecessary, step and actually spelling out the suffix i.e., Street, Avenue, Road, Highway and Lane on pages. While we appreciate the effort, it increases the character count and can also cause hiccups in the geocoding process. Please limit the suffix of a street name to the common abbreviations. Thank you!

**HOTLINE INFO**

**Remember:**  
**Provide all necessary**  
**information and spell out**  
**street names and towns.**

**Text: [hotline@incidentpage.net](mailto:hotline@incidentpage.net)**  
**Toll-free Phone: 1-888-339-8259**

## CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

### **Newsletter Story & Photo Submission:**

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### **General Support:**

[support@incidentpage.net](mailto:support@incidentpage.net)

### **Dispatcher Admin Office:**

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

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